

.

From: Farak, Sonja (DPH)
Sent: Tuesday, February 07, 2012 11:01 AM
To: Byrne, Eric (DPH)
Subject: RE: Computer issue

Hi Eric-

I've got another question: what directory under "Documents and Settings" should I be using? The directory I was using is gone, and there are 2 new ones with sfarak in the name. Thanks.

-Sonja

Sonja Farak
Amherst Drug Lab
413-545-2601

From: Byrne, Eric (DPH)
Sent: Wednesday, February 01, 2012 12:14 PM
To: Farak, Sonja (DPH)
Subject: RE: Computer issue

Do you have a direct phone number?

-----Original Message-----

From: Farak, Sonja (DPH)
Sent: Wednesday, February 01, 2012 11:59 AM
To: Byrne, Eric (DPH)
Subject: RE: Computer issue

OK, I can log in and seem to have access to all of my files (Word, Excel, etc.), but when I try to get into Outlook, it brings me to the Wizard to set it up. Also, I don't have access to the AmherstDrugLab database. And I've lost all of my bookmarks in Explorer, though that isn't the most important thing right now.

-Sonja

From: Byrne, Eric (DPH)
Sent: Wednesday, February 01, 2012 9:56 AM
To: Farak, Sonja (DPH)
Subject: RE: Computer issue

When you get a chance, restart the PC but don't log back in.
Send me an email just before you restart the computer and I'll give you a call when you can log back in (should be 10 - 15 minutes).

-----Original Message-----

From: Farak, Sonja (DPH)
Sent: Wednesday, February 01, 2012 9:26 AM
To: Byrne, Eric (DPH)
Subject: RE: Computer issue

DPH-WS-Q236-1

From: Byrne, Eric (DPH)
Sent: Wednesday, February 01, 2012 8:20 AM
To: Farak, Sonja (DPH)
Subject: RE: Computer issue

Hi Sonja

Can you tell me the IP address or workstation ID (DPH-WS-Qxxx) of the computer that has the problem?

-Eric

-----Original Message-----

From: Farak, Sonja (DPH)
Sent: Wednesday, February 01, 2012 8:07 AM
To: Byrne, Eric (DPH)
Subject: Computer issue

Hi Eric-

I have a computer issue here in the Amherst Drug Lab. At first, when I tried to log on, it told me that it could not load my personal settings, etc. but let me log on without them. In the past, when this has happened, I could hard boot the computer and try loggin on again, and most of the time I could withoput any complications. This morning, however, I tried and was not able to log on with any of my personal settings, so I can't access any of my documents, don't have the Outlook mail program set up, and do not have access to the AmherstDrugLab database. Any help resolving this matter would be greatly appreciated. Thanks.

-Sonja

Sonja Farak
Amherst Drug Lab
413-545-2601